

# TENNESSEE REGULATORY AUTHORITY



Pat Miller, Chairman  
Deborah Taylor Tate, Director  
Sara Kyle, Director  
Ron Jones, Director

460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

March 17, 2005

Ms. Lynda Gaston  
Global Tel Link  
2609 Cameron Street  
Mobile, AL 36607-3104

TRA DOCKET ROOM

2005 MAR 17 PM 2:16

RECEIVED

Dear Ms. Gaston:

At a recent public hearing before the Tennessee Regulatory Authority ("TRA") in Docket No. 04-00211 it was stated that several utility commissioners and/or state department of corrections in other states had adopted quality of service standards for telephone calls originating from inmate facilities. These standards were adopted to ensure the quality of calls from such facilities. Please provide copies of all such state service standards where your company provides inmate payphone services.

Please provide this information to the TRA by April 4, 2005. Thank you for your cooperation in this matter.

Sincerely,

Eddie Roberson  
Chief, Consumer Services Division

ER/kjm

cc: Chairman Pat Miller  
Richard Collier  
TRA Docket File 04-00211

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Pat Miller, Chairman  
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460 James Robertson Parkway  
Nashville, Tennessee 37243-0505

March 17, 2005

Ms. Colleen Dziuban  
Evercom Systems  
8201 Tristar Drive  
Irving, TX 75063-2816

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T.R.A. DOCKET ROOM

Dear Ms. Dziuban:

At a recent public hearing before the Tennessee Regulatory Authority ("TRA") in Docket No. 04-00211 it was stated that several utility commissioners and/or state department of corrections in other states had adopted quality of service standards for telephone calls originating from inmate facilities. These standards were adopted to ensure the quality of calls from such facilities. Please provide copies of all such state service standards where your company provides inmate payphone services.

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Mr. Vince Townsend  
PayTel  
9A Oak Branch Drive  
Greensboro, NC 27407

Dear Mr. Townsend:

At a recent public hearing before the Tennessee Regulatory Authority ("TRA") in Docket No. 04-00211 it was stated that several utility commissioners and/or state department of corrections in other states had adopted quality of service standards for telephone calls originating from inmate facilities. These standards were adopted to ensure the quality of calls from such facilities. Please provide copies of all such state service standards where your company provides inmate payphone services.

Please provide this information to the TRA by April 4, 2005. Thank you for your cooperation in this matter.

Sincerely,

A handwritten signature in cursive script, reading "Eddie Roberson".

Eddie Roberson  
Chief, Consumer Services Division

ER/kjm

cc: Chairman Pat Miller  
Richard Collier  
TRA Docket File 04-00211